


MARICOPA COUNTY  HUMAN SERVICES DEPARTMENT Workforce Development Division	SECTION/REFERENCE TEGL 10-09 TEN 15-10 WGL 09-08 38 U.S.C. 101(2) 38 U.S.C 4213 38 U.S.C 4215 P.L. 107-288 P.L. 109-461 20 CFR 1010	PAGE 1 OF 3
	ORIGINAL ISSUE DATE February 2006	REVISION DATE June 2013
	AUTHORIZED BY: Patricia Wallace, Assistant Director	
SUBJECT: Priority of Service for Veterans and Eligible Spouses		ADDENDA: Priority of Service Delivery Procedures

Purpose:

To ensure that veterans and eligible spouses are identified at the point of entry including referrals and given an opportunity to take full advantage of Priority of Service over non-covered persons for the receipt of all services.

Meaning that a veteran or an eligible spouse either receives access to a service earlier in time or, if the resource is limited, receives access to the service instead of or before the non-covered person. Veterans and Eligible spouses need only self identify and are not required to show proof of eligibility unless they meet the criteria stated in section "Verifying Priority Status."

The purpose of this policy is to encourage and enable covered persons to self identify their priority status and to ensure that veterans and eligible spouses are aware of:

1. Priority of Service;
2. The full array of services available under Priority of Service;
3. Any applicable eligibility requirements for those programs and/or services.

Participants who are not eligible shall be referred to as "non-covered persons" and those that are as "Covered Persons" or "Veterans and Eligible Spouses" interchangeably.

Responsibility of:

All MWC staff, partners, contractors, subcontractors and sub-grantees

Process Description:

See Addenda

Point Of Entry: May include reception through the One Stop Career Center, as part of an application process or through any other method by which covered persons express an interest in receiving services, either in person or virtually.

Posters, literature announcing Priority of Service and where practical (written policies) shall be maintained and posted at all service delivery points in a location visible and easily accessible to the general public. Additionally, the Maricopa Workforce Connections website and Center telephone voice prompts shall also contain information about Priority of Service.

Eligible Veteran:

1. A person who served at least one day in the active military, naval, or air service and was discharged or released under conditions other than dishonorable;
2. Active service includes full-time duty in the National Guard or a Reserve component, other than full-time duty for training purposes.

Eligible Spouse Is The Spouse Of Any Of The Following:

1. Any veteran who died of a service-connected disability;
2. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - a. Missing in action;
 - b. Captured in the line of duty by a hostile force; or
 - c. Forcibly detained or interned in the line of duty by a foreign government or power
3. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
4. Any veteran who died while a disability was in existence.

A spouse whose eligibility is from a living veteran or service member (i.e., categories 2. or 3. above) would lose his/her eligibility if the veteran or service member were to lose the eligibility status (e.g. if a veteran with a total service-connected disability received a lower disability rating).

Similarly, spousal eligibility would be forfeited upon divorce from the living veteran or service member.

Verifying Priority Status: Staff shall not require verification of the status of a covered person at the point of entry, unless the individual who self-identifies as a covered person:

- a. Is to immediately undergo eligibility determination and be registered or enrolled in the WIA program;
- b. The applicable federal program rules require verification at that time.

A covered person shall be given Priority of Service and enrolled into WIA so long as they are deemed eligible and appropriate and will be permitted to follow-up subsequently with any required verification of his or her status as a veteran or eligible spouse or as required by the Arizona Job Connection (AJC) for enrollment.

Verification needs only to occur when a decision is made to commit financial resources to a client.

Verification of the Status of Veterans and Eligible Spouses: For WIA programs with eligibility requirements the status of a covered person can be verified using, but not limited to:

- a. A DD 214 - page 4;
- b. An official notice from the Department of Veterans Affairs that establishes entitlement to a disability rating or award of compensation to a qualified dependent;
- c. An official notice issued by the Department of Defense (DOD) that documents the criteria for missing or detained status of that individual's active duty spouse; or
- d. An official notice issued by a State veterans' service agency documenting veteran status or spousal rights.

WIA Statutory/Mandatory Priorities (limited funding condition): An example of a statutory/mandatory priority is WIA's Priority of Service for low-income individuals and for recipients of public assistance. For this and any subsequent programs of this type, all staff must apply Priority of Service as described below:

- a. Veterans and eligible spouses who meet the requirements receive the highest priority;
- b. Non-covered persons who meet the requirements then receive the second level of priority;
- c. Veterans and eligible spouses that do not meet the requirements then receive the third level of priority;
- d. Non-covered persons that do not meet the requirements receive the fourth level of priority.

Priority of Service does not permit a covered person to “Bump” a non-covered WIA participant that has been both, approved for funding; and accepted or enrolled in a training class.

In Addition To Priority Of Service, Veterans And Military Spouses May Qualify As Dislocated Workers/Displaced Homemakers If The Following Conditions Are Met:

1. Dislocated Worker Status: Veterans discharged under honorable circumstances either voluntarily or involuntarily may be considered Dislocated Workers if they meet the unlikely to return to previous industry or occupation criteria.
2. Military Spouses: A military spouse who leaves his/her job to follow his/her spouse can be served as a Dislocated Worker if they meet the unlikely to return criteria.
 - a. A military spouse may also qualify as a dislocated Worker if he/she meets the definition of a displaced homemaker.
3. Recently Separated Veteran: A veteran who applied for WIA services within 48 months after discharge or release from active service may be considered a dislocated worker.

Disclaimer: Being a Covered Person or Eligible Spouse does not guarantee enrollment into WIA. WIA is not an entitlement program; therefore, eligibility, suitability and ability to benefit from WIA services must be demonstrated.

Monitoring: All WIA locations, programs and services will be monitored by the State, DOL, Veterans and Employment Training Service (VETS) and local monitors to ensure that covered persons are made aware of and provided Priority of Service.

Compliance: Will be determined by the percent of veterans and/or eligible (covered) persons who complete an application and were enrolled into an activity versus the number of nonveterans. This should be done by site and by funding category (Adult, Dislocated Worker, and Youth). If the percentage of veterans or eligible persons is less than non-veterans enrolled, then this is considered noncompliant and a corrective action plan must be submitted.